

(Per ILA Approval Requirements)

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CA Approval

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KCM JB Approval

REVISED

NOV 7, 2013

**Amendment 245
Contract No. 229944**

**To the Contract for the Design, Implementation, Operation and Maintenance of
the Regional Fare Coordination System**

This Amendment 245 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 23RD day of MAY, 2013, by and between Vix Technology (USA) Inc. (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

Recitals

- A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.

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- B. The Agencies and the Contractor desire to amend Section VI of Exhibit 9, Price Schedule Special Programs, to compensate the Contractor for the work necessary to modify the Customer Service Terminal (CST) and Agency Website (AGW) to support King County Metro's (KCM) business need to sell non-ORCA fare products. This work is more fully described in the Contractor's document SEA-07800 PA-ROF *KCM Tracking Non-ORCA Fare Products* (RFCS RFI 649/Amendment 162) v9.0 as approved by the Agencies on April 29, 2013.
- C. The Parties agree that the Work necessary to perform the required modifications will be performed and compensated as described below.

Agreement

Section 1.0 Description of Work

The Contractor will perform the necessary development and testing Work to modify the AGW and CST to support KCM's business need to perform customer service functions related to the sale of non-ORCA Fare Products, such as Human Service Ticket Books and Taxi Scrip, to manage the accounts of these fare product purchasers and to track and report on related activities. Such work will include the following:

- 1.1 The Contractor will modify the Agency Website to provide functionality only available to KCM staff with the designated permissions. A new tab will be added to the AGW titled "*Human Services & Taxi Scrip*" from which the below functionality will be available as defined in SEA-07800:
- (a) Upload Taxi Scrip file per the Agencies' requirements
 - (b) Update global customer Taxi Scrip purchase limit per monthly allotment
 - (c) Establish new, manage existing and report sales activity for all Human Service Agency accounts
 - (d) Update annual Human Service Agency product purchase allotments.
 - (e) View and modify up to three (3) years of historical data for each Human Service account
 - (f) Update the identification and contact details for each Human Service Agency account
 - (g) Remove a Human Service Agency account from the AGW records
 - (h) Perform on-line inquiries per the designated selection criteria
 - (i) View, print and export transaction summary data per the inquiry lodged in item (h) above

- (j) Manage Taxi Scrip and Human Service product inventory via the Microsoft Retail Management System.
 - (k) Update existing ORCA customer transaction histories to add sales activity for Taxi Scrip
- 1.2 The Contractor will modify the CST to provide functionality only available to KCM staff with the designated permissions using the CST devices in the below locations for the products noted:
- (a) Taxi Scrip sales will be restricted to the following locations:
 - i. King Street Center Customer Service Office (Device #'s 1 – 6 & 9)
 - ii. Westlake Customer Stop (Device #'s 1 – 3)
 - iii. Mail Center (Device #'s 1 – 3)
 - (b) Human Service Ticket Book sales will be restricted to the King Street Center Customer Service Office (Device #'s 1 – 6 & 9)
- 1.3 The Contractor will modify the CST to support the following business functions for individual customer Taxi Scrip purchases as further defined in SEA-07800:
- (a) Search for authorized Taxi Scrip purchasers per designated criteria, using the Taxi Scrip & Human Service tab
 - (b) Perform all Taxi Scrip sales or reversal activities to authorized customers who have not exceeded their monthly allotment
 - (c) View product inventory status using the existing MS-retail functionality
 - (d) View Taxi Scrip sales history for each authorized customer
- 1.4 The Contractor will modify the CST to support the following business functions for Human Service Agency purchases as further defined in SEA-07800:
- (a) Search for authorized Human Service Agency purchasers per designated criteria using the Taxi Scrip & Human Service tab.
 - (b) Display the account's current summary sales status data
 - (c) Perform all sales or reversal activities to authorized accounts that have not exceeded their annual allowable limit.
 - (d) Capture and report all sales transaction data as required
- 1.5 The Contractor will modify the CST to perform the following general functions for Taxi Scrip and Human Service products as further defined in SEA-07800:
- (a) Perform sale reversals/refunds applying existing business rules
 - (b) Produce a duplicate receipt as required, provided it is produced from the same CST device that performed the original sale

1.6 The Contractor will modify the existing CST Shift Reports (Mid Shift and End Shift) to include on the end of the shift report:

- (a) Human Service Account (HAS) and Taxi Scrip (TS) sales quantity
- (b) Total sales amount by payment method

Section 2.0 Documentation

2.1 The Contractor will update the following system documentation and submit to the Agencies:

- (a) SEA-00045 Customer Service Terminal (DR 108)
- (b) SEA-01535 ORCA Agency Website Functional Specification
- (c) SEA-00365 RFCS Agency Website Operations Manual
- (d) SEA-04418 Operations Manual – Customer Service Walk-in Center

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Section 3.0 Schedule:

3.1 The work described in Section 1.0 will be delivered in Maintenance Release 23 *and MR 24.*

3.2 The following development milestones will be supported:

(a) **Milestone 1:** During the detailed design phase, the Contractor will submit a draft document, to be known as SEA-TBD *KCM Non ORCA Fare Products*, which will describe the below deliverables. Ten (10) Business Days will be allowed for the Parties to agree on the document deliverables. The Agencies will be allowed a maximum of five (5) Business Days to review for accuracy relative to the requirements in this Amendment and submit comments/questions to the Contractor. Agreement at this Milestone is final; no subsequent changes will be made.

i. **Data Model:** These queries and how they are represented is linked to the data stored and how it is accessed. The Parties shall first agree on the data model as it will drive the Graphical User Interface (GUI) layouts required for development. The content shall include the following:

- 1. Field attributes and validation rules
- 2. Human Services sales data by denomination in the AGW
- 3. Daily sales transaction summary of Taxi Scrip and Human Services Ticketbook sales at the CST

ii. **XML Model:** This model is driven by the detail of the Data Model.

(b) **Milestone 2:** Following completion of Milestone 1 and prior to the conclusion of the development Work, the Contractor will submit an updated version of SEA-TBD KCM Non ORCA Fare Products which has been supplemented with new/additional documentation as described below. Ten (10) Business Days will be allowed for the Parties to agree on the new/additional documentation. The Agencies will be allowed a maximum of five (5) Business Days to review for accuracy relative to the requirements in this Amendment and submit comments/questions to the Contractor. Agreement at this Milestone is final; no subsequent changes will be made. The new documentation shall include the following:

- i. Website User Interface screenshots and query results
- ii. Customer Service Terminal User Interface screen shots and query results
- iii. Example copies of paper forms, receipts, and confirmation and error messages.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Contract as follows:

Section 4.0 Compensation Changes

4.1 Section VI (Implementation) of Exhibit 9, Price Schedule, is hereby amended to read as follows:

VI. IMPLEMENTATION

SPECIAL PROGRAMS

LUMP SUM
COST

Amendment No. 245

The Contractor will perform the work necessary to modify the CST and AGW to support KCM business need to sell non-ORCA fare products.

TOTAL

#157,475.70 c MR23
17,497.30 c MR24
\$174,973

Section 5.0 Other Terms and Conditions

All other provisions of the Contract not referenced in this Amendment Two Hundred and Forty-five shall remain in effect.

IN WITNESS WHEREOF, authorized representative of the Agencies and the Contractor have signed their names in the spaces provided below.

Vix Technology (USA) Inc.

By: _____

Its: _____

Date: _____

GENERAL MANAGER

5-21-13

The Agencies

By: _____

Its: _____

KCM JB Member on behalf of the Agencies

Date: _____

5/23/13

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Candace Carlism
ORCA Operations Mgr.